

Quantity Purchase Agreement With The State Of Indiana

Vendor BUSINESS FURNITURE, LLC
Remit to: PO BOX 790126
DEPT 30230
ST LOUIS MO 63179-0126

Name and Address of Vendor: BUSINESS FURNITURE, LLC
Cnct: MELANIE GALLAGHER
6102 VICTORY WAY
INDIANAPOLIS IN 46278

Qty Purchase Agreement QPA Number	Page
0000000000000000000000000010331	1 of 13
Requisition Nbr.:	ASA8-8-24 Steelcase Furniture
Effective Date:	10/04/2007
Expiration Date:	10/03/2008
Agency Number:	
Facility:	ASA8-8-24
Vendor Federal ID:	571139884
Vendor Telephone Nbr:	317/216-1629--
Name Of Contact Pers:	MELANIE GALLAGHER
FAX Number:	317/216-1602--

In accordance with your bid, submitted in response to the above referenced solicitation, the Vendor agrees that the Indiana Department of Administration, Procurement Division, has the option to purchase the items listed below under the terms of this agreement.

The Vendor agrees to charge these prices for any products ordered on any QPA release received after the expiration of the QPA but issued prior to the expiration date. The quantity listed herein is an estimate of the requirements. The state may order substantially more or substantially less pursuant to the terms of this agreement.

Orders are to be delivered only upon receipt of properly approved Quantity Purchase Award Release.

Line Number	Quantity	UNIT	Article and Description	Unit Price
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This is an award of a Quantity Purchase Agreement for Replacement Parts and Components for Steelcase Systems Furniture.

QPA can be mutually renewed yearly for three additional years.

The vendor agrees to charge these prices for any products ordered on any QPA release received after the expiration date, but issued prior to the expiration date; and postmarked no later than 14 business days after the QPA's expiration date.

Quantities are estimated and actual usage could be substantially more or less.

If the M/WBE participation level will exceed or fail to meet the goals outlined in the contractor's proposal, you must notify the M/WBE office immediately at MWDBE@idoa.in.gov. In the event that the contractor fails to report changes in participation attainment, demonstrate a good faith effort to reach the participation goals, pay the MBE and WBE in a timely manner or satisfactorily resolve any outstanding claims, the department may elect to withhold a disputed amount from the payments due to the contractor, suspend or terminate the contract, recommend suspension of the contractor's certification status with the public works division, and/or suspend, revoke, or deny the MBE or WBE certification and eligibility to participate in the MBE or WBE program per (25 IAC 5-7-8).

The awarded vendor must maintain, at a minimum, the following information and be capable of supplying a report within one week of a request by the State:

1. Quantity and Type of Systems Furniture, including any options, purchased by any State Agency and/or Political Subdivision, separated by each.
2. Total Dollar value of purchases made, separated by State Agency and/or Political Subdivision.

1	99,999,999.00	EA	000000000100001390	Standard Work Station Size "A (Total Configuration)	4,536.9500
2	99,999,999.00	EA	000000000100001391	Pedestal File for wrorkstation "A"	265.7600
3	99,999,999.00	EA	000000000100001392	30 x 15 Shelves for Work Station A	96.8000
4	99,999,999.00	EA	000000000100001393	Storage Bins 30 x 15 , Work Station A	201.8000
5	99,999,999.00	EA	000000000100001394	Pencil Drawer for Work Station A.	25.5200
6	99,999,999.00	EA	000000000100001395	Keyboard Shelf for Work Station A.	184.8000
7	99,999,999.00	EA	000000000100001396	Lock for Workstation A	8.8000
8	99,999,999.00	EA	000000000100001397	Panel for Workstation "A" 60"H x 30"W	279.8400
9	99,999,999.00	EA	000000000100001398	Panel (Workstation "A") 60"H x 24"W	260.4800
10	99,999,999.00	EA	000000000100001399	Panel for Workstation "A" 60"H x 36"W	373.5600
11	99,999,999.00	EA	000000000100001400	Work Surfaces Needed for Configuration, Size 24 x 36, for Work Station A.	92.4000
12	99,999,999.00	EA	000000000100001401	Work Surfaces 24 x 60, Work Station A	135.5200

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Line Number	Quantity	UNIT	Article and Description	Unit Price
13	99,999,999.00	EA 000000000100001402	Task Lights, 30", for Work Station A.	70.4000
14	99,999,999.00	EA 000000000100001403	Side Support Brackets for Work Station A.	15.8400
15	99,999,999.00	EA 000000000100001404	Cantilevers 24", for Work Station A.	44.8800
16	99,999,999.00	EA 000000000100001405	Work Surfaces, 30 x 60, for Work Station A	198.4400
17	99,999,999.00	EA 000000000100001406	Work Station B, Total Configuration	5,911.7700
18	99,999,999.00	EA 000000000100001407	Pedestal File , Work Station B	257.8400
19	99,999,999.00	EA 000000000100001408	Shelves 30 x 15 , Work Station B	96.8000
20	99,999,999.00	EA 000000000100001409	Storage Bins 30 x 15, Work Station B	201.8000
21	99,999,999.00	EA 000000000100001410	Pencil Drawer for Work Station B	25.5200
22	99,999,999.00	EA 000000000100001411	Keyboard Shelf for Work Station B	184.8000
23	99,999,999.00	EA 000000000100001412	Lock for Work Station B	8.8000
24	99,999,999.00	EA 000000000100001413	Panel 60"Hx30"W for Work Station B	279.8400
25	99,999,999.00	EA 000000000100001414	Panel 60Hx24W for Work Station B	260.4800
26	99,999,999.00	EA 000000000100001415	Panel,Workstation(B),60Hx36W	373.5600
27	99,999,999.00	EA 000000000100001416	Work Surface 24x30 for Work Station B	87.5600
28	99,999,999.00	EA 000000000100001417	Work Surface 24x60 for Work Station B	135.5200
29	99,999,999.00	EA 000000000100001418	Task Lights 30" for Work Station B	70.4000
30	99,999,999.00	EA 000000000100001419	Side Support Bracket for Work Station B	15.8400
31	99,999,999.00	EA 000000000100001420	Cantilevers 24" for Work Station B	44.8800
32	99,999,999.00	EA 000000000100001421	Cantilevers 18" for Work Station B	44.8800
Item not required for this typical configuration				
33	99,999,999.00	EA 000000000100001422	Floor Support 30" for Work Station B	117.9200
34	99,999,999.00	EA 000000000100001423	Work Surface 30 x 60 for Work Station B	172.9200
Item not required for this typical configuration				
35	99,999,999.00	EA 000000000100001424	Work Surface 18 x 36 for Work Station B	111.8300
36	99,999,999.00	EA 000000000100001425	Standard Work Station Size "C" (Total Configuration)	6,598.3500
37	99,999,999.00	EA 000000000100001426	Pedestal File for Work Station C	265.7600
38	99,999,999.00	EA 000000000100001427	Bullet Work Surface 60" for Work Station C	398.6400

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Qty Purchase Agreement QPA Number	Page
000000000000000000000000010331	3 of 13
Requisition Nbr.: ASA8-8-24 Steelcase Furniture	
Effective Date: 10/04/2007	
Expiration Date: 10/03/2008	
Agency Number:	
Facility: ASA8-8-24	
Vendor Federal ID: 571139884	
Vendor Telephone Nbr: 317/216-1629--	
Name Of Contact Pers: MELANIE GALLAGHER	
FAX Number: 317/216-1602--	

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Line Number	Quantity	UNIT	Article and Description	Unit Price
39	99,999,999.00	EA	000000000100001428 Pencil Drawer for Work Station C	25.5200
40	99,999,999.00	EA	000000000100001429 Storage Bins 30 x 15 for Work Station C	201.8000
41	99,999,999.00	EA	000000000100001430 Keyboard Shelf for Work Station C	184.8000
42	99,999,999.00	EA	000000000100001431 Lock for Work Station Size C	8.8000
43	99,999,999.00	EA	000000000100001432 Panel 60"H x 30"W, for Work Station C	279.8400
44	99,999,999.00	EA	000000000100001433 Panel 60"H x 24"W, for Work Station C	260.4800
45	99,999,999.00	EA	000000000100001434 Panel 60"H x 36"W for Work Station C	373.5600
46	99,999,999.00	EA	000000000100001435 Work Surfaces 24x30 for Work Station C	87.5600
47	99,999,999.00	EA	000000000100001436 Work Surface 24x60 for Work Station C	135.5200
48	99,999,999.00	EA	000000000100001437 Task Lights 30", for Work Station C	70.4000
49	99,999,999.00	EA	000000000100001438 Cantilevers 24", for Work Station C	44.8800
50	99,999,999.00	EA	000000000100001439 Standard Work Station Size "D" (Total Configuragion)	7,949.1500
51	99,999,999.00	EA	000000000100001440 Pedestal File for Work Station D	257.8400
52	99,999,999.00	EA	000000000100001441 Shelves 30x15 for Work Station D	96.8000
53	99,999,999.00	EA	000000000100001442 Storage Bins for Work Station D	201.8000
54	99,999,999.00	EA	000000000100001443 Pencil Drawer "C" for Work Station D	25.5200
55	99,999,999.00	EA	000000000100001444 Keyboard Shelf for Work Station D	184.8000
56	99,999,999.00	EA	000000000100001445 Bullet Work Surface for Work Station D	402.1600
57	99,999,999.00	EA	000000000100001446 Lock for Work Station D	8.8000
58	99,999,999.00	EA	000000000100001447 Panel 60"H x 30"W, for Work Station D	279.8400
59	99,999,999.00	EA	000000000100001448 Panel 60"H x 24"W for Work Station D	260.4800
60	99,999,999.00	EA	000000000100001449 Panel 60"H x 36"W for Work Station D	373.5600
61	99,999,999.00	EA	000000000100001450 Work Surfaces 24x30 for Work Station D	87.5600
62	99,999,999.00	EA	000000000100001451 Work Surfaces 30 x 36 for Work Station D	129.8000
Item not required for this typical configuration				
63	99,999,999.00	EA	000000000100001452 Task Lights 30" for Work Station D	70.4000
64	99,999,999.00	EA	000000000100001453 Work Surface 24 x60 for Work Station D	135.5200
65	99,999,999.00	EA	000000000100001454 Side Support Brackets for Work Station D	15.8400

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6102 VICTORY WAY
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Qty Purchase Agreement QPA Number	Page
0000000000000000000000000000000010331	4 of 13
Requisition Nbr.: ASA8-8-24 Steelcase Furniture	
Effective Date: 10/04/2007	
Expiration Date: 10/03/2008	
Agency Number:	
Facility: ASA8-8-24	
Vendor Federal ID: 571139884	
Vendor Telephone Nbr: 317/216-1629--	
Name Of Contact Pers: MELANIE GALLAGHER	
FAX Number: 317/216-1602--	

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Line Number	Quantity	UNIT	Article and Description	Unit Price
66	99,999,999.00	EA 000000000100001455	Cantilevers 24" for Work Station D	44.8800
67	99,999,999.00	EA 000000000100001456	Cantilevers 30" for Work Station D	44.8800
Item not required for this typical configuration				
68	99,999,999.00	EA 000000000100001457	Standard Work Station Size "E" (Total Configuration)	8,593.8600
69	99,999,999.00	EA 000000000100001458	Lateral Files for Work Station E	348.2100
70	99,999,999.00	EA 000000000100001459	Pencil Drawer for Work Station E	25.5200
71	99,999,999.00	EA 000000000100001460	Round Conference Table 42" for Work Station E	278.0800
72	99,999,999.00	EA 000000000100001461	Bullet Work Surface for Work Station E	402.1600
73	99,999,999.00	EA 000000000100001462	Lock for Work Station E	8.8000
74	99,999,999.00	EA 000000000100001463	Work Surface 24x54 for Work Station E	143.8800
75	99,999,999.00	EA 000000000100001464	Floor Support 24" for Work Station E	117.9200
76	99,999,999.00	EA 000000000100001465	Filler Strip 24" for Work Station E	7.9200
77	99,999,999.00	EA 000000000100001466	Clamp Package 24" for Work Station E	13.2000
78	99,999,999.00	EA 000000000100001476	Work Surfaces 36" x 24"	92.4000
79	99,999,999.00	EA 000000000100001477	Work Surfaces 30" x 30"	116.6000
80	99,999,999.00	EA 000000000100001478	Work Surfaces 30" x 36"	129.8000
81	99,999,999.00	EA 000000000100001479	Work Surfaces 30" x 60"	197.5600
82	99,999,999.00	EA 000000000100001480	Bullet 30" x 60"	402.1600
83	99,999,999.00	EA 000000000100001481	Work Surfaces 30" x 72" Bullet	420.2000
84	99,999,999.00	EA 000000000100001482	Panel,Workstation,65"Hx60"W	352.8800
85	99,999,999.00	EA 000000000100001483	Panels 53"H x 24"W	179.5200
86	99,999,999.00	EA 000000000100001484	Panels 53"H x 30"W	192.7200
87	99,999,999.00	EA 000000000100001485	Panels 53"H x 36"W	204.6000
88	99,999,999.00	EA 000000000100001486	Panels 42"H x 24"W	176.4400
89	99,999,999.00	EA 000000000100001487	Panels 42"H x 30"W	189.2000
90	99,999,999.00	EA 000000000100001488	Panels 42"H x 36"W	201.8000
91	99,999,999.00	EA 000000000100001489	Panel,Workstation,33"Hx30"W	189.2000
92	99,999,999.00	EA 000000000100001490	Panel,Workstation,33"Hx24"W	176.4400

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Qty Purchase Agreement QPA Number	Page
0000000000000000000000000010331	5 of 13
Requisition Nbr.: ASAB-8-24 Steelcase Furniture	
Effective Date:	10/04/2007
Expiration Date:	10/03/2008
Agency Number:	
Facility:	ASAB-8-24
Vendor Federal ID:	571139884
Vendor Telephone Nbr:	317/216-1629--
Name Of Contact Pers:	MELANIE GALLAGHER
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Line Number	Quantity	UNIT	Article and Description	Unit Price
93	99,999,999.00	EA 000000000100001491	Panels 53"H x 60"W	307.1200
94	99,999,999.00	EA 000000000100001492	Panels 42"H x 60"W	300.9600
95	99,999,999.00	EA 000000000100001493	Panel,Workstation,33"Hx36"W	201.0800
96	99,999,999.00	EA 000000000100001494	Panel,Workstation,33"Hx60"W	300.9600
97	99,999,999.00	EA 000000000100001508	Light,Task,48"	146.0800
98	99,999,999.00	HUR000000000100056735	Project Coordination Services - Regular Shift	50.0000
99	99,999,999.00	HUR000000000100056736	Project Coordination Services - Overtime Shift	75.0000
100	99,999,999.00	HUR000000000100056737	Design/Space Planning Services - Regular Shift	55.0000
101	99,999,999.00	HUR000000000100056738	Design/Space Planning Services - Overtime Shift	82.5000
102	99,999,999.00	EA 000000000100056750	Cleaning Services - Fabric Desk Chair	16.0000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
103	99,999,999.00	EA 000000000100056751	Cleaning Services - Leather Desk Chair	22.0000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
104	99,999,999.00	EA 000000000100056752	Cleaning Services - Side Chair	21.0000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
105	99,999,999.00	EA 000000000100056753	Cleaning Services - Executive Chair	25.0000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
106	99,999,999.00	EA 000000000100056754	Cleaning Services - Sofa	75.0000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
107	99,999,999.00	EA 000000000100056755	Cleaning Services - Love Seat	60.0000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
108	99,999,999.00	EA 000000000100056756	Cleaning Services - One Side of Panel	9.5000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
109	99,999,999.00	EA 000000000100056757	Cleaning Services - Entire Panel	19.0000

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00000000000000000000000010331	6 of 13
Requisition Nbr.: ASA8-8-24 Steelcase Furniture	
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			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
110	99,999,999.00 EA	000000000100056758	Fabric Protection Services - Desk Chair	7.0000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
111	99,999,999.00 EA	000000000100056759	Fabric Protection Services - Side Chair	9.2000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
112	99,999,999.00 EA	000000000100056760	Fabric Protection Services - Executive Chair	9.7500
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
113	99,999,999.00 EA	000000000100056761	Fabric Protection Services - Sofa	26.0000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
114	99,999,999.00 EA	000000000100056762	Fabric Protection Services - Love Seat	22.5000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
115	99,999,999.00 EA	000000000100056763	Fabric Protection Services - One Side of Panel	7.0000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
116	99,999,999.00 EA	000000000100056764	Fabric Protection Services - Entire Panel	14.0000
			Fabric Cleaning and Protection Services requested must total \$150 or an additional trip fee of \$150 will be charged.	
117	99,999,999.00 MON	000000000100056749	Storage Services	0.0000
			\$0.60 per square foot per month	
118	99,999,999.00 HUR	000000000100056739	Mover/General Labor - Regular Shift	30.0000
119	99,999,999.00 HUR	000000000100056740	Mover/General Labor - Overtime Shift	45.0000
120	99,999,999.00 HUR	000000000100056741	Truck/Driver - Regular Shift	50.0000
			Two hour minimum requirement	
121	99,999,999.00 HUR	000000000100056742	Truck/Driver - Overtime Shift	75.0000
			Two hour minimum requirement	
122	99,999,999.00 HUR	000000000100056743	Furniture Installer - Regular Shift	35.0000

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Qty Purchase Agreement QPA Number		Page
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Requisition Nbr.:	ASA8-8-24 Steelcase Furniture	
Effective Date:	10/04/2007	
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Line Number	Quantity	UNIT	Article and Description	Unit Price
123	99,999,999.00	HUR000000000100056744	Furniture Installer - Overtime Shift	52.5000
124	99,999,999.00	HUR000000000100056745	Service Technician - Regular Shift	40.0000
125	99,999,999.00	HUR000000000100056746	Service Technician - Overtime Shift	60.0000
126	99,999,999.00	HUR000000000100056747	Wood Touch-up Service - Regular Shift	40.0000
127	99,999,999.00	HUR000000000100056748	Wood Touch-up Service - Overtime Shift	60.0000
128	99,999,999.00	FEE 000000000100056765	Trip Charge	150.0000

The following UN/CEFACT Unit of Measure Common Codes are used in this document:

EA	Each
FEE	Fee
HUR	Hour
MON	Month

Signature of Purchasing Officer <i>Katherine L. Harrington, CPPB</i>	Typed Name Katherine L. Harrington, CPPB	Signature Of Approval Office of the State Attorney General <i>Elizabeth A. Brown for</i>
	Date Signed <i>09/26/07</i>	Typed Name Stephen Carter Date Signed <i>10-4-07</i>
Authorized Signature <i>[Signature]</i>	Indiana Department Of Administration Procurement Division 402 West Washington Street, Rm W468 Indianapolis, Indiana 46204 Telephone: (317) 232-3053	

ASA 8-8-24
Page 8 of 13

QPA
State of Indiana

Services Available from Business Furniture

Service	Hourly Rate	Overtime Rate
Project Coordination	\$50.00	\$75.00
Design/Space Planning	\$55.00	\$82.50
Furniture Installer*	\$35.00	\$52.50
Mover/General Labor*	\$30.00	\$45.00
Truck/Driver (2 hour minimum)	\$50.00	\$75.00
Service Technician	\$40.00	\$60.00
Wood Touch-up	\$40.00	\$60.00
Storage		
(orders-construction delays-after 30 days)		\$.60 per square foot, charged monthly
(customer inventory)		\$.60 per square foot, charged monthly

*Business Furniture is currently meeting with Pen Products to develop a sourcing relationship for various categories of labor, refurbishment, and cleaning services. The partnership between Business Furniture and Pen Products will likely result in lower rates in these categories (when Pen Products labor is used).

Additional Services:

Cleaning Services**

Desk chair-fabric	\$16.00
Desk chair-leather	\$22.00
Side chair	\$21.00
Executive chair	\$25.00
Sofa	\$75.00
Love Seat	\$60.00
Panel Systems	\$9.50/side \$19.00/panel
Carpet	\$.22 per sq. ft.

Fabric Protection**

Desk chair	\$7.00
Side chair	\$9.20
Executive chair	\$9.75
Sofa	\$26.00
Love Seat	\$22.50
Panel Systems	\$7.00/side \$14.00/panel
Sta-Clean Carpet Protector	\$.10 per sq. ft.

**\$150.00 minimum trip charge

Steelcase Lifetime Warranty

This warranty applies to products delivered in the United States, Canada, Mexico, Latin America and the Caribbean.

Steelcase Inc. ("Steelcase") warrants that Steelcase, Turnstone and Nurture brand commercial products are free from defects in materials or workmanship. Steelcase will repair or replace with comparable product, at its option and free of charge, any product, part, or component manufactured after January 1, 2007 that fails under normal use as a result of such defect. This warranty applies from the date of manufacture, regardless of shift usage and is valid only for the original purchaser.

Exceptions

10 years

Seating mechanisms, pneumatic cylinders, electrical components, laminate and wood veneer

5 years

Stacking chairs (Domino, Max Stacker, Max Stacker II and Parade), wood-frame chairs, user-adjustable work surface mechanisms, office systems doors and their frames and mechanisms, T-8 electronic ballasts, Classic Collection textiles, foam and other covering materials

3 years

T-8 magnetic ballasts, Designtex Graded-In textiles, vinyl wrapped work surfaces and acrylic

1 year

Answer markerboard surfaces and replacement parts (or the balance of the original warranty period, whichever is longer)

Exclusions

This warranty does not apply to product failure resulting from:

- Normal wear and tear
- Failure to apply, install, or maintain products according to published Steelcase instructions and guidelines
- Abuse, misuse, or accident
- Alteration or modification of the product
- The substitution of any unauthorized non-Steelcase components for use in the place of Steelcase components in an integrated product solution; such substitute components include but are not limited to worksurfaces, leg supports, panels, brackets, shelves, overhead bins, and other integral components

The following products and materials are not covered by this warranty:

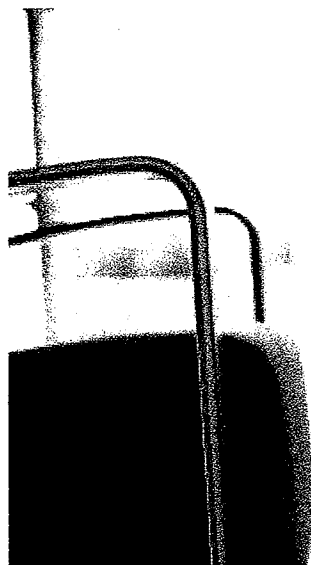
- Products considered consumables (e.g. lamps) Customer's own (COM) or non-standard textiles and materials
- Variations occurring in surface materials (e.g. colorfastness or matching grains, textures and colors across dissimilar substrates and lots)
- Other manufacturer's products (Steelcase will pass through other manufacturer's warranties where applicable and to the extent possible)

THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. STEELCASE SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.

turnstone

[home](#)[overview](#)[seating](#)[desks](#)[systems](#)[storage](#)[workspace](#)[groupwork](#)[foliofive](#)

warranty

**Turnstone Lifetime Warranty**

Steelcase Inc. ("Steelcase") warrants that Steelcase® and Turnstone® brand commercial products are free from defects in materials or workmanship. Steelcase will repair or replace with comparable product, at its option and free of charge, any product, part, or component manufactured after January 1, 2002 which fails under normal use as a result of such defect. This warranty applies from the date of manufacture, regardless of shift usage and is valid only for the original purchaser.

Exceptions**10 years**

Seating mechanisms and pneumatic cylinders, electrical components, casters and glides

5 years

Stacking chairs, wood-frame chairs, and all other mechanisms including: user-adjustable work surface mechanisms, office doors and their frames and mechanisms, wood veneer and other covering materials, foam and Classic Collection textiles

3 years

Options Collection textiles, vinyl and acrylic

1 year

Markerboards, replacement parts (or the balance of the original warranty period, whichever is longer)

Exclusions

This warranty does not apply to product failure resulting from:

- Normal wear and tear
- Failure to apply, install, or maintain products according to published Steelcase instructions and guidelines
- Abuse, misuse, or accident
- Alteration or modification of the product

The following products and materials are not covered by this warranty:

- Products considered consumables (e.g. lamps and ballasts)
- Customer's own (COM) or non-standard textiles and materials
- Variations occurring in surface materials (e.g. colorfastness or matching grains, textures and colors across dissimilar substrates and lots)
- Other manufacturer's products (Steelcase will pass through other manufacturer's warranties where applicable and to the extent possible)

This warranty applies only to products delivered in the United States and Canada.

THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED

WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR
PURPOSE. STEELCASE SHALL NOT BE LIABLE FOR CONSEQUENTIAL
OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.

ASA 8-8-24
Page 11 of 13

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What We Do

You can buy furniture anywhere, but finding someone to work with you before, during and after the product is installed... *that's the hard part.*

Fortunately, that's exactly what we do. Business Furniture LLC is more than just a furniture provider. Our portfolio of services allows us to offer our clients the options and flexibility they need along with the attention to detail and value that they deserve.

Furniture

We are the world's first authorized Steelcase dealership and we continue to serve as the state's largest dealer of Steelcase office products. Through our Business Alliance Partnership, we represent a broad base of contract furnishings for the office, healthcare and higher education environments.

Design

Our team of experienced design solution consultants has the skills, experience, resources and innovative ideas needed to create a space that incorporates your employees, processes and technology. From step one, our design team will work by your side to translate your vision into a workplace that increases your business results.

Furniture Liquidation Services

Business Furniture specializes in helping companies liquidate existing used office furniture. We provide non-commitment consultation of your current assets providing a fair quote on buying and removing office furniture no longer needed by your organization.

Services

- **Project Management** – We'll put together a dedicated team that will manage your project from start to finish, by area, department or building.
- **Delivery/Installation** – Our professional delivery and installation teams are manufacturer-trained and MICCS certified.
- **Reconfiguration** – We'll take your existing furniture and cost-effectively redesign your space to adapt to your changing work process and technology.
- **Asset Management** – On-site at your facility, in our warehouse or both.
- **Move Management** – We can assist you in the planning and coordinating your move activities. Our professional office and industrial Project Managers are available to answer your questions and provide consultation service, customized checklists, employee moving guides and a complete schedule for your staff.
- **Warehousing** – Store your surplus inventory at a fraction of standard real estate cost.
- **Automated Inventory** – We'll keep track of your inventory using our accurate bar-coded scanning system.
- **Refurbishment** – Update the look of your existing seating and fabric covered panels, electrostatically paint metal desks and files, refinish and repair wood furniture.
- **Cleaning and Maintenance** – From carpets and chairs to touch-up and repair, our professional services prolong the life of your investment.
- **Service Agreements** – We'll periodically inspect the furniture in your offices providing minor adjustments and follow-up on warranty issues when needed.

Business Furniture LLC

6102 Victory Way

Indianapolis, IN 46278

317.216.1600

www.businessfurnitureindy.com



Logistics

Staff/Receiving/Staging-Storage Delivery/Installation/Relocation

Staff

Business Furniture employs 46 installers, delivery men, service techs and warehouse personnel with access to resources to call upon up to 40 more installers on any given day to accommodate our customer's needs. For every project we do at Business Furniture, we assign one of our 12 Senior Operations Specialists to oversee the installation from delivery to clean up.

Our 12 leads have an average of 8 years in the office furniture installation business. They have attended 10 hours of OSHA safety classes, are **MICCS** (Metro Indianapolis Coalition for Construction Safety) certified, and have been factory trained on proper installation techniques.

As Indiana's only office furniture dealer to obtain MICCS certification, we are proud that our dedication to safety was recognized by such a respected organization. We are committed to exceeding the safety guidelines outlined in the certification program and remain dedicated to project safety and customer satisfaction. Our commitment to safety, getting the job done right the first time and the professionalism of our staff are the things we pride ourselves in and believe is what sets us apart from others.

As an authorized Steelcase™ dealer, we are required to meet strict qualification criteria including:

- Insurance for public liability, workers' compensation, property damage, transportation vehicles and occupational disease
- Insurance for merchandise in its care, custody, and control
- A Steelcase-trained Installation Crew Supervisor who has completed Steelcase Service and Installation Training within the last three years. These supervisors must update their training at specified intervals.
- Adequate warehouse storage space to accommodate customer storage needs.

Receiving

Upon receipt of shipments, we inspect for completeness and accuracy. Any shortage or visible damage to cartons or products is noted with the carrier. Claims are filed and products are repaired or replaced.

Staging and Storage

Business Furniture has a combined 90,000 square feet of racked warehouse space. All of our space is secure and inventoried for quick reporting to our customers. We have (6) full time warehouse employees who unload, load, rack and inventory all new and customer owned products that come into our space.

Steelcase Automated Receiving allows us to quickly scan cartons, compare against load sheets, assign warehouse locations and recognize discrepancies for immediate follow-up on any missing items.

Delivery

Business Furniture has its own staff of professional drivers and delivery personnel. We operate our own fleet of delivery trucks, installation and service vehicles.

Installation

Our installation procedures consist of the following:

- Place and adjust all furniture properly and according to plan
- Assemble, align and level all furniture
- Bolt runs of files together
- Check all drawers, doors, locks and lock plugs for ease of operation and make necessary adjustments
- Assemble and adjust all swivel chairs to mid-height position
- Remove soil, excess lubrication and adhesives from furniture
- Remove any fabric threads from panels
- Refuse removal

Relocation

We've been moving businesses like yours for years... and our experience makes relocation easier for your company and employees. A well-planned and managed move will provide a seamless, cost effective transition.

It's your move ... its unique- requiring specialized planning. Actually it's two separate moves - moving out ...and moving in. Both locations have specific requirements that must be met to assure minimal disruption to your day-to-day business.

We can assist you in planning and coordinating your move activities. Our professional office and industrial Project Managers are available to answer your questions and provide consultation service, customized checklists, employee moving guides and a complete schedule will be provided to your staff.

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